



Effective October 17, 2011, our new business hours are as follows:

Medicaid

Monday - Friday 8:00 A.M. to 5:00 P.M.

Medicaid Prior Authorization Units

Monday - Friday 8:00 A.M. to 5:00 P.M.

NOTE: We are closed on all State and Federal holidays.

Medicaid Information Line: (801) 538-6155 or (800) 662-9651

Our Interactive Voice Response (IVR) system is available during the following hours:

Medicaid Customer Service

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|-----------|-------------------|-----------------------|
| Monday | 8:00 A.M. – Noon | 1:00 P.M. – 5:00 P.M. |
| Tuesday | 8:00 A.M. – Noon | 1:00 P.M. – 5:00 P.M. |
| Wednesday | 8:00 A.M. – Noon | 1:00 P.M. – 5:00 P.M. |
| Thursday | 11:00 A.M. – Noon | 1:00 P.M. – 5:00 P.M. |
| Friday | 8:00 A.M. – Noon | 1:00 P.M. – 5:00 P.M. |

Medicaid Prior Authorization

| | | |
|-----------|------------------|-----------------------|
| Monday | 8:00 A.M. – Noon | 1:00 P.M. – 5:00 P.M. |
| Tuesday | 8:00 A.M. – Noon | 1:00 P.M. – 5:00 P.M. |
| Wednesday | 8:00 A.M. – Noon | 1:00 P.M. – 5:00 P.M. |
| Thursday | Not available | 1:00 P.M. – 5:00 P.M. |
| Friday | 8:00 A.M. – Noon | 1:00 P.M. – 5:00 P.M. |

Access Now

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|-------------------|-----------------------|
| Monday - Saturday | 6:00 A.M. - Midnight |
| Sunday | 12:00 Noon - Midnight |